

# Central Region Edition

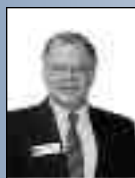
July 2001

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# EMPLOYER *Update*



*By Kathleen Gage, President, Turning Point, Inc., and Vice Chair, Central Region Council*

Ever wonder if you could be a driving force behind decisions made by the Department of Workforce Services (DWS)? Well, wonder no more. Under the leadership of Chair Mickey Adams-Grames, the Central Region Council is making outstanding strides in its partnership with DWS. "Our primary purpose is to assure that customers get the best services possible from DWS," says Grames, President of ML Adams & Associates.

The level of commitment that council members demonstrate is reflected in the mission statement, and will result in a successful partnership. "We are determined to combine the unique talents, skills, and experience of our members, service providers and community with the needs of our customers. This will enable us to form a true strategic partnership in producing innovative training, education and career opportunities that yield breakthrough performance and results."

Members of the council are comprised of the private and public sector. Some of the partners represented on the council are companies such as United Parcel Service, Taco Time,

Intermountain Heath Care, Little America Hotel & Tower, Wells Fargo Bank, Nicholas & Company, and LDS Employment Services to name a few.

The council has a variety of active committees. For instance, the Youth Council is a proactive committee that is helping to create brighter futures for young people. Bo Hall

of the Wasatch Front South Applied Technical Center heads the Youth Council. The Youth Council focuses on assessing opportunities for funding of youth programs, working on programs for at-risk youth and accessing areas of greatest risk for youth.

"There is a lot to be done on the youth front, but with the level of involvement of several council members I am confident we will see positive change happening," Stephen Maas, Regional Director commented.

A primary goal of the council in 2001 is to raise the awareness of the activities that are sponsored by the partnership and to invite representatives from other companies to join. Another goal is to understand the diverse needs of the workforce in Utah. For further information on how you can get involved call Jeri Jackson at 468-0095.

**Economic Slowdown is Here**  
From Utah Workplace Memo  
M. Lee Smith Publishers

The economic slowdown is here. Fifty-one percent of the 150-plus companies polled in a spring survey said they'll cut either jobs or make no new hires in 2001. The other 49 percent said they'll add employees as needed.

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# OLYMPIC Update

Have you thought about how the Olympics might impact your business? Whether your business is in Salt Lake or Park City, or you conduct business transactions within these areas, chances are you may be impacted.

Impacts will mostly be in the downtown Salt Lake City area and Park City. Heber City will not be impacted other than a probable exponential increase in traffic.

For those employers that conduct business with the Department of Workforce Services' (DWS) Downtown Employment Center at Expo Mart, be aware that this building may be in the center of some Olympic activities. It is only a few blocks from the medals' presentation ceremonies, and directly across from the Salt Palace. Access to the center will likely be restricted and difficult since the Salt Lake Olympic Committee (SLOC) anticipates upwards of 60,000 people per night in the vicinity of the Medals Plaza.

On 200 West in Salt Lake City there will be tents and pavilions that will encroach on the street. Traffic will be funneled down to two lanes and likely quite dense. Along 200 South there will be a fence buffer (for security purposes) between 200 West and West Temple streets. This fence will project into the street. There will be traffic control policemen directing traffic.

The Salt Palace will be media headquarters, for approximately 10,000 accredited media. These people will be coming and going during peak commuter times.

An official from SLOC suggests that you don't hit the 'snooze button' in the morning. Get rolling early, and get out of downtown by no later than 3:30 in the afternoon. In the words of the official, "You don't want to be downtown after 4:00 pm unless you plan to be part of the activities."

Beginning in June DWS will be assisting SLOC in recruiting and interviewing applicants for "games time employment." The interviews will be initially held at the Salt Lake City, Ogden and Provo Employment Centers.

## labor law posters...

The following information was assembled to help employers be aware of required labor law posters. These government posters may be obtained free of charge from agencies listed below. Please note that this list should not be relied upon as an official listing of mandatory issuances.

• **Unemployment Insurance Notice to Workers - Utah Employment Security Act** (unemployment insurance benefit rights, claim, etc.) Required for all employers subject to the act.

*Available at the Utah Department of Workforce Services  
140 E. 300 S. • Salt Lake City, UT 84111 • (801) 526-9400 • [www.dws.state.ut.us](http://www.dws.state.ut.us)*

• **Your Rights Under the Fair Labor Standards Act (FLSA)** - minimum wage and weekly overtime requirements. Required for all employers engaged in interstate commerce.

• **Employee Polygraph Protection Act** - prohibitions, exemptions, and examinee rights. Required for all employers subject to FLSA.

• **Family and Medical Leave Act** - provides up to 12 weeks of unpaid leave to eligible employees for specific family and medical reasons. Required for all employers with 50 or more employees working within 75 miles.

• **Notice to Employees - Walsh-Healy Public Contracts Act** (minimum wage, overtime and fringe benefits requirements.) Required for all employer and subcontractors engaged in the performance of federal contracts.

*These four posters are available at the Wage-Hour Division  
US Department of Labor • 10 W. Broadway • Suite 307  
Salt Lake City, UT 84101 • (801) 524-5706 • [www.dol.gov/dol/esa/](http://www.dol.gov/dol/esa/)*

• **Job Safety and Health Protection - Occupational Safety and Health Act of 1970** (safety and health in the workplace). Required for all employers.

• **Utah OSHA Statistics - Occupational Safety and Health Act of 1970** (job-related injuries and illnesses which occurred during the past year; must remain posted between February 1 and March 1 of the following year. Required for all employers with 10 or more employees.

• **Worker's Compensation Act Notice** - statement that employer is insured in event of industrial injury or illness and that a fraudulent claim is a crime. Required for all employers. Also available through employer's insurer.

*These three posters are available at the Utah Labor Commission  
OSHA Division • 160 E. 300 S., 3rd Floor • Salt Lake City, UT 84111  
(801) 530-6901 • (801) 530-6800 (Worker's Comp.)*

• **Equal Employment Opportunity is the Law** - Title VII of the Civil Rights Act of 1964 and the Americans with Disabilities Act (prohibits discrimination for protected classes). Required for all employer with 15 or more employees and federal contractors.

*Available at the EEO Commission  
3300 N. Central Ave., Ste. 690 • Phoenix, AZ 85012-9688 • (602) 640-5000*



# Better Your Business Workshop

**By Stephen Chesley**

On May 9, 2001, the Business Services Unit held its bimonthly Better Your Business Workshop. This month's topic was "Electronic Labor Exchange." Six wonderful speakers explained some of the techniques and services available to employers to help them find high quality, well-qualified applicants.

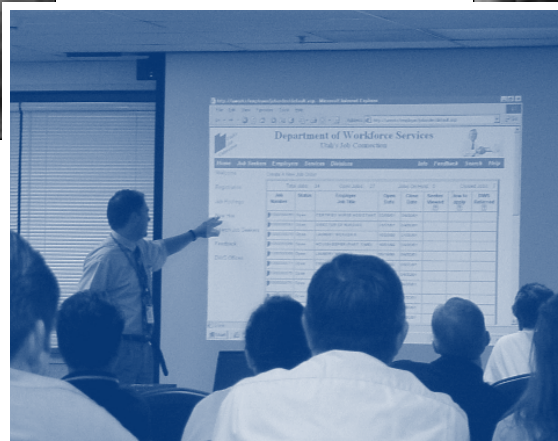


Colleen Jamison (pictured at far right) and Faye Martell from the Business Services Center, explained how DWS uses its internal computer system to search and screen for qualified applicants. This service is performed for all job openings that are posted with DWS.

Elena Falkenberg gave a detailed explanation of America's Job Bank. She

demonstrated how an employer is able to utilize this service to manage available jobs and search the Internet for interested applicants.

Mark Vanorden (pictured below, left), Eric Strong and Chad Thompson (pictured below, middle) collaborated to show a prototype of the new computer system



currently being created. This system will allow businesses the option of either using DWS's databases to manage

their own job openings or to allow DWS to continue to help them find good quality applicants. The new system, called UWORKS, should be fully operational by July 2002.

The next Better Your Business



Workshop will be held on Wednesday, July 11, 2001. The topic will be "An Introduction of the Business

Services Center." This one-stop center was designed for employers and features a resource library, conference rooms, and computer terminals. Learn what services are available to you in assisting with your human resource efforts and take a tour of the Business Services Center.

To register for this workshop, simply call Marianne at the Business Services Center at 468-0239.

## SLOWDOWN

*continued from page 1*

Why is this shocking? The same survey last quarter showed 75 percent of the companies planned to hire new workers.

What does this mean for Utah employers? Companies are still expecting to turn a profit this year. That means you may be responsible for getting more done in your department with fewer people (and probably less money). Prepare by cross-training your employees. And remember that everybody needs to hear a sincere "thank" from you.

For more information regarding this memo and other employment related articles, visit the Utah Employment Law Letter at [www.hrhero.com](http://www.hrhero.com).

## The Mark Travel Corp. Hosts June Seminar

**By Kim Auberger**

On June 19th, the Salt Lake Employer Committee (SLEC), in conjunction with The Mark Travel Corporation and the Department of Workforce Services' (DWS), Business Services Center, hosted a seminar entitled "How to Improve Personal Productivity in the Workplace." The guest speaker was Dr. C. Daniel Litchford, Jr., Professor of Sales and Service Technology at Weber State University.

Dr. Litchford's very entertaining presentation provided the 200+ professionals in attendance with valuable information on how to think and act "out of the box." Comments were very positive and several requests were received for Dr. Litchford to present again on other workplace productivity topics.

The SLEC sponsors employment law and workplace productivity seminars on a quarterly basis. To find out more about these educational and inexpensive seminars, please login to the DWS website at: [www.dws.state.ut.us](http://www.dws.state.ut.us), then scroll to the bottom of the front page, where these seminars are listed.

## Business to Business Expo

*By Kim Auburger*

Every year the Salt Lake Area Chamber of Commerce, in conjunction with a variety of major sponsors, hosts the Business to Business Expo. This year's event was held April 25th - 27th. Services available to local area businesses were showcased at a DWS sponsored booth. DWS staff, members of the Salt Lake Employer Committee (Sarah Gloyn, Select Comfort; Christine Kronkow, NESCO Service Company; Doug Furness, Convergys; Frank Morris, United Parcel Service; and Cami Stark, Alliant Techsystems) and the Central Region Council on Workforce Services (Kathleen Gage, Turningpoint Inc.) teamed up to staff the DWS booth and offer valuable information regarding the services.

Opening night festivities included four major prize drawings, live entertainment, free food and drink, and the famous balloon drop. DWS donated five prizes for the balloon drop this year (DWS polo shirts), and also had a drawing for a gift basket, which was paid for by the Salt Lake Employer Committee. The winner of this year's drawing was Glenn Welker of CDI Media. There was even a ball toss game available for those who stopped by the booth to visit. More than 200 people won DWS pens.

This yearly event has proven very successful for marketing the wonderful programs and services offered by DWS.

## Midvale Employment Center Expands for Better Service

*By Connie Carter*

The Midvale Employment Center (EC) has made some new and exciting changes to better serve job seekers and employers. The computer resource area was expanded to include three new staff work stations, 34 computers,

including two computers with e-mail capabilities, and five fax machines. The conference rooms for workshops and employer functions now have new smaller and lighter tables for adaptability.

The Midvale EC continues striving to improve service to all customers by developing a pathway to ensure their needs are met. All job seekers are encouraged to take advantage of the resources and equipment available

when they first arrive. If it is determined they are in need of more intensive services, they are directed to an area where they are immediately assessed and scheduled for an appointment to meet with an employment counselor. Plans are to eventually open up the front area with cubicles and additional employer space. The Midvale EC continues to improve to better serve the south area of the valley.

## DWS HOSTS SUCCESSFUL JOB FAIRS

### Metro Employment Center Hosts Youth Job Fair

*By Gregory Dockery*

On April 19, 2001, the DWS Metro Employment Center hosted its annual Youth Job Fair. The job fair targeted youth ages 16 to 18. There were 19 employers in attendance, including Lagoon, HMS Host, and The Nanny Connection. More than 250 job seekers (and parents) were in attendance! For many of the youth, this was their first job fair experience. The job seekers seemed excited about the opportunity to interact with employers, and employers were positive about recruiting youth for summer or ongoing employment. Metro Employment Center staff were glad to assist both the employers and job seekers, and were recognized in an employer survey for exceptional customer service.

### South County Clerical Job Fair

*By Sherrill Chapman*

On April 11, 2001, the South County Employment Center hosted a Clerical Job Fair. Six-hundred+ job seekers attended this event and were able to visit with representatives from 18 participating employers.

Some of the comments from employers included:

- "excellent customer service by DWS staff"
- "friendly staff"
- "great accessibility to a large pool of applicants"
- "liked the location"

The job seekers were equally pleased with the fair saying: "this was an excellent job fair, the customer service was very good," and "it was nice to visit many employers in one place." Participating employers were:

- |                           |                                      |
|---------------------------|--------------------------------------|
| • Utah State Courts       | • Community Health Center            |
| • Blue Cross Blue Shield, | • Personnel One                      |
| • Discover Card           | • DWS Veterans Services              |
| • DWS Human Resources,    | • Post Office Remote Encoding Center |
| • IHC                     | • Snowbird Corp.                     |
| • Accounting Solutions    | • Key Bank                           |
| • Federal Reserve Bank    | • ARUP                               |
| • American Express        | • Salt Lake City Corp.               |
| • Bass Hotels             |                                      |



# Information Gold Mine

## Conveniently Available

Where can you get information such as economic trends in your area, largest employers, population, the unemployment rate, plus more, quickly and easily? At the Economic Information portion of our website:

<http://wi.dws.state.ut.us/>.

This information and much more is contained in our labor market information publications targeted for employers and are available in their entirety on our website (click on Publications). You can read, download or print out all or parts of them as you like. Under the Employers button you'll find quick reference tools, such as county fact sheets, sub-state wage tables and a list of Utah firms by company, industry and area (FirmFind). You can instantly link to the Bureau of Labor Statistics, the U.S. Census site, and others.

### Utah Occupational Wages

Provides wage data for nearly 300 occupations.

### County Newsletters

A report of the area's economic indicators by county. Includes data on non-farm jobs, unemployment, labor force, gross taxable sales, car sales, tourist room sales, building permits, and economic events.

### Utah Employers, Employment & Wages by Size

A report of employment, wages, and numbers of employers by firm size. Provides data for detailed industrial sectors and counties. Also available on CD.

### Key Labor Market Information

Historical county-level labor force, nonfarm-job wage, personal income, population and per capita income data.

### Annual Report of Labor Market Information, 1999

Primarily contains aggregated employment and wage data by area and industry. Compiled data from virtually all of Utah's nonfarm employers (over 57,000). Some labor force and unemployment data are included. The information is displayed in over 40 tables and charts.

### Utah Equal Employment Opportunity Info., 1997 Estimates

Compilation of the Utah population and labor force by ethnic group, race and gender 1997 data. Used to design affirmative action and EEO plans.

### County Demographic & Economic Profiles

Currently available for the following counties:

Cache (7/97); Davis (9/96); Duchesne (4/97); Iron (9/97); Salt Lake (7/97); Sanpete (8/98); Sevier (7/98); Tooele (2/99); Washington (6/98); and Weber (1/97).

You can also order hard copies by calling (801) 526-9786.

### DWS UI Claims Center Answers One-Millionth Call

The Unemployment Insurance Claims Center (UICC) strives to provide exceptional customer service to Utah citizens. Since its creation in 1997, UICC has achieved international recognition for innovation, for processing over 260,000 UI claims, for reducing the time to file a claim by over 66%, and for answering over 850,000 inquiries. Now the UICC has added another milestone - its one-millionth call. For more information call (801) 526-4400 or 1-888-848-0688.

## Thanks for Participating in OJT Program

DWS would like to thank two companies, the R. Jorgensen Company of Salt Lake City, and Carpenter Seed of Provo, for participating in the On-the-Job (OJT) Program. The OJT Program is a unique way for employers to obtain the skills desired in an employee and be reimbursed up to 50% of his/her wages for providing the training.

The R. Jorgensen Company utilized this program to train Mike Georgi in sales, repair and maintenance of heavy machinery. When the OJT contract ended Mike was retained as a permanent employee. Training was completed in six phases to ensure the desired outcomes.

Owner Roger Jorgensen has an excellent relationship with his employees, including the trainee Mike. Roger was patient in the training, commenting that he thought "Mike was his own worst critic." Mike's response was, "I wanted to learn as much as I could as quickly as I could...". The R. Jorgensen Company is to be commended for seeing potential in people and providing patient and caring training.

DWS would also like to recognize Carpenter Seed of Provo. Owners Ryan Taylor and his family felt that new immigrant Sergey Lazykov from Russia deserved a break in his new country.

They hired and trained Sergey in small engine repair, through the WIA Adult OJT Program. Though he had previous limited experience in the field, Sergey needed to familiarize himself with American small engines and learn specific methods. Carpenter Seed hired Sergey in the winter during their slow season which allowed for personal tutoring. Sergey spoke little English when he was hired; however, English classes and interaction with others increased his language abilities.

For more information on OJT contracts, contact your local Business Services Consultant listed on the back of this newsletter.

Utah Department of Workforce Services  
Executive Director's Office  
140 East 300 South  
Salt Lake City, UT 84111

Return Service Requested

Presorted  
Standard  
U.S.Postage  
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Salt Lake City, UT  
Permit #4621

## Events Calendar and Important Phone Numbers...

### July:

4th - INDEPENDENCE HOLIDAY  
11th - Better Your Business Workshop "Business Services" -  
7:30 a.m.  
19th - General Job Fair - Metro E.C. - 4:00 - 7:00 p.m.  
24th - PIONEER DAY HOLIDAY

### August:

2nd - SLEC Meeting - 7:30 a.m.  
16th - General Job Fair - Downtown E.C.- 4:00 - 7:00 p.m.

### September:

3rd - LABOR DAY HOLIDAY  
12th - Better Your Business Workshop "Avoid Losing Your  
U.I.Appeal"- 7:30 a.m.  
20th - West Valley City/Taylorsville Job Fair - Valley Fair  
Mall - 11:00 - 5:00 p.m.

**Better your Business Workshops:** free informa-  
tional meetings for employers regarding programs avail-  
able to them. Meetings are held at 1385 S.State St.,from  
7:30 am - 9:00 am.Pre-registration is required.

### Important Phone Numbers:

Business Services Line: . . . . . 801-468-0097  
Child Care Outreach: . . . . . 801-526-4342  
Contributions: . . . . . 801-526-9235  
Labor Market Info: . . . . . 801-526-9340  
New Hire Reporting: . . . . . 801-526-4361  
Rapid Response: . . . . . 801-526-4312  
UI Benefit/Tax Info.: . . . . . 800-222-2857  
DOL Wage/Hour Div.: . . . . . 801-524-5706  
Utah Labor Commission: . . . . . 801-530-6801  
Workforce Council: . . . . . 801-468-0095  
WOTC Tax Credit: . . . . . 801-526-9484

### Business Consultants:

Connie Carter . . . . . 801-567-3940  
Sherrill Chapman . . . . . 801-269-4762  
Gregory Dockery . . . . . 801-536-7173  
Stephen Chesley . . . . . 801-524-9272  
Trina Griffith . . . . . 435-833-7327

**Salt Lake & Tooele Employer  
Committee Seminars:** quarterly lun-  
cheon presentations (\$15 to 25 per person) on  
Labor Law, Hiring Rights, Recruitment &  
Retention, etc.

For additional information regarding upcoming events, visit our website: [www.dws.state.ut.us](http://www.dws.state.ut.us) or call (801) 468-0097